




**Promotor(a) or Community Health  
Worker (CHW) Training and  
Certification Advisory Committee**

**2014 Annual Report**

**Prepared  
in compliance with  
Chapter 48, Texas Health and Safety Code  
Section 48.101(c)**



**Department of State Health Services  
August 2015**

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## **Executive Summary**

### **Background**

The 2014 Annual Report of the Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee is prepared in compliance with [Chapter 48, Texas Health and Safety Code](#), Section 48.101(c), and Texas Administrative Code, Title 25, Part 1, Chapter 146<sup>1</sup>. The Annual Report describes the Advisory Committee's composition, attendance, accomplishments in 2014, and planned activities for 2015. It also provides data on certification and renewal rates, trends, curricula, and initial certification and continuing education courses. This data evaluates processes and identifies areas of strength and potential opportunities to improve training and certification of CHWs in Texas.

### **Definition and Core Competencies**

CHWs are also known as promotores de salud. CHWs are individuals who, with or without compensation, are liaisons and provide cultural mediation between health care and social services and their communities. They are trusted members and have a close understanding of the ethnicity, language, socio-economic status, and life experiences of the communities they serve. CHWs assist people to gain access to needed services and build individual, community, and system capacity by increasing health knowledge and self-sufficiency through a range of activities. CHWs demonstrate skills in the following eight core competencies: communication, interpersonal skills, service coordination, capacity building, advocacy, teaching, organizational skills, and knowledge base in specific health issues.

### **Promotor(a) or CHW Training and Certification Advisory Committee**

The Commissioner of the Department of State Health Services (DSHS) appoints individuals to the nine-member Promotor(a) or CHW Training and Certification Advisory Committee. The membership is comprised of four certified CHWs, two public members, one member from the Texas Higher Education Coordinating Board or a higher education faculty member, and two professionals who work with CHWs in a community setting.

In 2014, the Advisory Committee met six times through conference calls and meetings in Austin, Texas to advise DSHS and the Health and Human Services Commission (HHSC) on issues such as the implementation of standards, guidelines, and requirements, as well as employment and funding of CHW services in Texas. Key accomplishments in 2014 include:

- Advised DSHS on revisions to program rules to provide greater clarity and guidance
- Collaborated with the New Mexico CHW Advisory Council and the Massachusetts Department of Public Health to exchange information to strengthen areas of mutual interest
- Held a meeting via webinar to increase statewide stakeholder participation
- Sought ways to optimize the use of CHWs in the federally-funded Transforming Texas Initiative to create healthier communities with a focus on rural, border, and frontier areas
- Developed survey questions to evaluate CHWs' perspective on the value and benefits of certification and to identify and address challenges in renewing certifications

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<sup>1</sup> <http://www.dshs.state.tx.us/mch/chw/progrule.aspx>

### **Certified CHWs in Texas**

The number of certified CHWs in Texas continues to increase steadily. As of December 31, 2014, there were 3,113 certified CHWs. This is an increase of 16 percent from the 2,687 individuals who were certified in 2013. Over 1,100 CHWs were newly certified during 2014. Most certified CHWs in Texas are female (87 percent); however, the percentage of male CHWs has increased to 13 percent. Certified CHWs in Texas are racially and ethnically diverse: Hispanic – 62 percent, Black – 25 percent, White – 10 percent, Asian – 2 percent, Other – 1 percent, and Native American – less than 1 percent. Seventy-three percent of CHWs report full or part time paid work; however, this includes employment other than as a CHW or promotor(a).

### **CHW Renewal**

CHWs must complete at least 20 hours of continuing education every two years to renew their certificates, including at least ten DSHS-certified contact hours. Renewal rates steadily rose from 2008 to 2011 but began to decrease in 2012. Over 690 CHWs did not renew their certification in 2014. A CHW/Promotor(a) Survey will be distributed in 2015 to determine CHWs' perspectives regarding the value and benefits of certification and challenges in renewing certification. The Advisory Committee will use the survey results to improve the program overall.

### **CHW Instructor Certification and Renewal**

As of December 31, 2014, Texas had 237 certified instructors, including 66 who were newly certified during the year. Over 20 instructors did not renew their certification in 2014.

### **CHW Training Programs**

The availability of certification training courses and continuing education opportunities for CHWs has expanded to meet the growing interest. As of December 31, 2014, there were total of 38 training programs to provide certification training courses and continuing education for CHWs as compared to the 14 training programs that were available in 2009. Training programs in 24 counties and through distance learning graduated 517 CHWs and 17 instructors, provided over 200 CHW continuing education courses, and 21 CHW instructor continuing education courses in 2014.

### **Administrative Rules**

With valuable input from the Advisory Committee, DSHS drafted proposed rules to better serve all stakeholders impacted by the program such as CHWs, instructors, and sponsoring organizations. The proposed rules are projected to be adopted in 2015 and will provide a better alignment to Chapter 48 of the Health and Safety Code. They improve the flow of the rules; clarify definitions; and modify requirements, application procedures, and standards for the approval of curricula.

### **Conclusion**

Advisory Committee efforts helped increase public awareness of CHW roles in Texas and the positive impact CHWs have to create healthier communities. The number of certified CHWs is expected to continue to grow as CHWs are increasingly integrated in health and social service systems across the state. Activities in 2015 will work to improve certification renewal rates.

## **Introduction**

House Bill (H.B.) 2610, 82nd Legislature, Regular Session, 2011, amended [Chapter 48, Texas Health and Safety Code](#), to establish a statewide Promotor(a) or Community Health Worker (CHW) Training and Certification Advisory Committee (Committee) to advise the Department of State Health Services (DSHS) on issues such as the implementation of standards, guidelines, and requirements as well as employment and funding of CHWs. See Appendix A for Chapter 48.

Section 48.101(c) makes the Committee subject to [Chapter 2110, Texas Government Code](#). Specifically, Section 2110.005 requires a state agency that establishes an advisory committee to, by rule, describe the manner in which the committee reports to the agency. Accordingly, 25 Texas Administrative Code, Section 146.2 specifies those requirements, which include:

- the meeting dates of the committee and any subcommittees, the attendance records of its members, a brief description of actions taken by the committee, a description of how the committee has accomplished the tasks given to the committee by the department and the commission, the status of any rules which were recommended by the committee to the department and the commission, anticipated activities of the committee for the next year, and any amendments to this section requested by the committee
- the costs related to the committee's existence

Additionally, the report evaluates processes, certification and renewal rates, and trends. It also identifies areas of strength and potential opportunities to improve training and certification of CHWs in Texas.

## **Background**

The nine-member Advisory Committee is composed of representatives from relevant entities appointed by the DSHS Commissioner. The Division for Family and Community Health Services administers the Promotor(a) or CHW Training and Certification Program.

## **Definition and Core Competencies**

Community health workers (CHW) are also known as *promotores de salud*. CHWs are individuals who, with or without compensation, are liaisons between health care and social services and their communities. They are trusted members and have a close understanding of the ethnicity, language, socio-economic status, and life experiences of the communities they serve.

CHWs assist people to gain access to needed services and build individual, community, and system capacity by increasing health knowledge and self-sufficiency through a range of activities. These activities include outreach, patient navigation and follow-up, community health education and information, informal counseling, social support, advocacy, and participation in clinical research. The following eight core competencies form the foundation for skills and knowledge needed by CHWs: communication, interpersonal skills, service coordination, capacity building, advocacy, teaching, organizational skills and a knowledge base related to specific health issues.

## **Program History**

With the passage of HB 1864, 76<sup>th</sup> Legislature, Regular Session, 1999,<sup>2</sup> Texas became the first state to pass legislation creating a statewide CHW or promotores training and certification program. This was the culmination of efforts that began in the mid-1990s which provided the context for the initial legislation.<sup>3</sup>

### **Promotor(a) or CHW Training and Certification Advisory Committee**

The Promotor(a) or CHW Training and Certification Advisory Committee includes nine appointed members.

- Four DSHS certified CHWs;
- Two public members, which may include consumers of community health work services or individuals with paid or volunteer experience in community health care or social services;
- One member from the Texas Higher Education Coordinating Board or a higher education faculty member who has teaching experience in community health, public health, or adult education and has trained CHWs; and
- Two professionals who work with CHWs in a community setting, including employers and representatives of non-profit community-based organizations or faith-based organizations.

Advisory Committee members serve as the voice of CHWs in their communities and assist DSHS and HHSC with the CHW training and certification process to meet the needs in Texas. The Advisory Committee meets six times per year in Austin, Texas, or via conference call. In 2014, the Committee met twice in Austin, Texas, and four times via conference call.

The Advisory Committee is charged with:

- Advising DSHS and HHSC on the implementation of standards, guidelines, and requirements adopted under the Health and Safety Code, Chapter 48, relating to the training and regulation of persons working as CHWs;
- Advising DSHS on matters related to the employment and funding of CHWs;
- Providing recommendations to DSHS for a sustainable program for CHWs consistent with the purposes of Health and Safety Code, Chapter 48, Subchapter C;
- Reviewing applications from training programs/sponsoring organizations, and recommending certification to DSHS, if program requirements are met; and
- Carrying out any other tasks given to the committee by the Commissioner or Executive Commissioner.

The Commissioner appoints Advisory Committee officers after August 31<sup>st</sup> of each year. In October 2013, Mérida Escobar and Oscar J. Muñoz, M.P.A. were appointed to serve as the presiding officer and assistant presiding officer, respectively. They were reappointed to the same positions in October 2014, with their terms expiring in September 2015.

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<sup>2</sup> <http://www.legis.state.tx.us/tlodocs/76R/billtext/html/HB01864F.htm>

<sup>3</sup> [http://www.cdc.gov/pcd/issues/2005/nov/05\\_0059.htm](http://www.cdc.gov/pcd/issues/2005/nov/05_0059.htm)

**Table 1. 2014 Advisory Committee Membership**

Member	Position	County	Affiliation	Term
Claudia Bustos	CHW	Lubbock	Outreach Coordinator, Community Health Center of Lubbock	4/20/2012-1/1/2015
Jean Youngstrom Diebolt, MSN	Professional Working with CHWs	Shelby	CEO, The HOPE Project	6/13/2011-1/1/2016
Gary Eagleton	CHW	Harris	Instructor, U.T. School of Public Health	1/1/2014-1/1/2017
Mérida Escobar Presiding Officer	CHW	Hidalgo	President, South Texas Promotora Association, Inc.	1/1/2014-1/1/2017
Venus Ginés, MA.	Public	Brazoria	Founder, Día de la Mujer Latina, Inc.	1/1/2010 - 1/1/2016
Leticia Gutiérrez	CHW	Hidalgo	Promotora de Salud, MHP Promoviendo Vidas Saludables	4/20/2012 - 1/1/2015
Oscar J. Muñoz, MPA Assistant Presiding Officer	Professional Working with CHWs	Bexar	Director, Colonias Program, Texas A&M University	4/20/2012 - 1/1/2015
Richard Rosing, MS	Higher Education	Harris	Faculty, Houston Community College	6/11/2013-1/1/2016
Julie Parrish St. John, DrPH, MPH, MA	Professional Working with CHWs	Jones	Assistant Professor, Texas Tech University Health Sciences Center	1/1/2014-1/1/2017



Advisory Committee Members – January 2015

Left to right: Gary Eagleton, Julie St. John, Jean Diebolt, Claudia Bustos, Venus Ginés, Mérida Escobar, Leticia Gutiérrez, Oscar Muñoz. Unavailable for photo: Richard Rosing

**Table 2. 2014 Advisory Committee Attendance**

<b>Committee Member</b>	<b>Jan 24</b>	<b>Mar 28</b>	<b>May 30</b>	<b>July 25</b>	<b>Sept 26</b>	<b>Nov 21</b>
Claudia Bustos	✓	X	✓	X	X	X
Jean Youngstrom Diebolt, MSN	✓	✓	X	X	✓	✓
Gary Eagleton	N/A	✓	✓	✓	✓	✓
Mérida Escobar, Presiding Officer	✓	✓	✓	X	✓	✓
Venus Ginés, MA	✓	✓	✓	✓	✓	✓
Leticia Gutiérrez	✓	✓	✓	✓	X	✓
Oscar J. Muñoz, MPA, Assistant Presiding Officer	X	X	✓	✓	✓	✓
Richard Rosing, MS	✓	✓	✓	X	✓	✓
Julie Parrish St. John, DrPH, MPH, MA	✓	✓	✓	✓	✓	✓

**Key**

✓ Attended

X Absent

N/A Not Applicable (vacant position or not yet appointed)

**2014 Advisory Committee Activities**

Advisory Committee members participated in the following activities in calendar year 2014.

*Program Rules*

- Advise on program rules under the Health and Safety Code, Chapter 48, relating to the training and regulation of persons working as CHWs
  - Members recommended a process to have qualified guest speakers in DSHS-certified training. DSHS accepted the recommendation and will work with the Committee to develop and implement a Guest Speaker procedure in 2015.
  - DSHS incorporated Committee input on proposed CHW administrative rules. Committee members reviewed a summary of the proposed rule changes at the July 2014 meeting.

*Communication and Outreach*

- Assist with the development of the Annual Report
  - Committee members identified accomplishments for 2014 and proposed activities for 2015.

- Increase communication with CHWs
  - Committee members shared national, state, or local information related to CHWs with DSHS and CHW networks for further dissemination.
  - The New Mexico CHW Association provided technical assistance and information as the Advisory Committee discussed options for developing a statewide CHW association.
- Identify and explore additional opportunities for outreach and information regarding the Promotor(a) or CHW Training and Certification Program and the Advisory Committee
  - Committee members participated in the nomination and application review process for Committee vacancies in 2014 and those expected in 2015, including four CHW positions and two positions for professionals working with CHWs.
  - Two Committee members, Venus Ginés (Dia de la Mujer Latina) and Mérida Escobar (South Texas Promotora Association), continued to serve on the National Steering Committee for Promotores.
  - Committee member, Dr. Julie St. John, served as the Secretary of the CHW Section of the American Public Health Association (APHA) and was elected to serve as Section Councilor for 2015-2017.
  - The Committee met with representatives from the New Mexico CHW Advisory Council and the Massachusetts Department of Public Health to learn more about the states' plans to implement voluntary CHW certification programs and to identify ways to communicate between states.
  - The Committee held its November 2014 meeting via webinar for the first time to increase stakeholder participation throughout the state. The webinar resulted in 30 individuals participating in the meeting.

#### *Training/Workforce Development*

- Make recommendations to the department concerning qualifying training programs/ sponsoring organizations
  - The Committee reviewed initial training program applications and made recommendations to DSHS regarding approval on CHW certification and continuing education programs: American Diabetes Association – North Texas, Texas AHEC South – South Coastal Region, and Children's Medical Center – Dallas.
- Increase access to CHW training and continuing education
  - Committee members provided certification courses and continuing education opportunities via face to face training and distance learning, including a statewide conference on expanding the role of CHWs in advancing health equity.
  - Committee members participated in Transforming Texas, a federally funded initiative to create healthier communities, by supporting efforts to increase chronic disease awareness and prevention. Members worked with the TMF Health Quality Institute, formerly Texas Medical Foundation, to provide a series of one-hour CHW online training modules on chronic disease. The modules were well-received with 50 to over 220 attendees for each module.

- Develop a list of specific standardized topics and skill sets to be included in each of the core competencies
  - Committee members gathered information regarding a collaborative effort among several Houston area training programs for possible consideration to revise the curriculum framework based on the eight core competencies.
- Consider additional evaluation activities, including participating in the development of a short evaluation form as part of the recertification application process
  - The Committee formed an Evaluation Workgroup and developed two surveys. The CHW/Promotor(a) Survey will get CHWs' perspectives regarding the value and benefits of certification. Committee members pilot tested the survey at conferences. DSHS will distribute the CHW/Promotor(a) Survey in 2015. CHWs will be asked to complete the voluntary survey when their certification renewal is due.
  - The Training Center Survey will focus on core questions to evaluate the quality and value of certified trainings and will be distributed when the Advisory Committee determines how best to disseminate it and collect the results.

#### *Certification/Employment Opportunities*

- Promote employment opportunities for CHWs and explore opportunities for sustainable funding of CHW services
  - The Committee gathered information from CHWs employed in various organizations regarding roles in providing outreach, health education, and projects to support healthy behavioral changes; facilitating and supporting community advocacy and capacity building efforts; and serving as members of an interdisciplinary medical home team.
  - The Committee examined data from the U.S. Department of Labor, Bureau of Labor Statistics, related to employment of CHWs in Texas and other states.
  - The Committee gathered information regarding the new Centers for Medicare and Medicaid Services (CMS) rule that revised the definition of preventive services and allows for preventive services recommended by physicians and other licensed practitioners to be provided by health professionals other than physicians or licensed practitioners. This rule allows for the opportunity for Medicaid reimbursement by health professionals such as CHWs or lactation consultants that are not licensed professionals. Each State must decide whether to pursue this option, which requires the submission of a Medicaid State Plan Amendment (SPA) to CMS.

### **2015 Advisory Committee Activity Plan**

#### *Program Rules*

- Advise on program rules under the Health and Safety Code, Chapter 48, relating to the training and regulation of persons working as promotores or CHWs
- Explore ways to address the November 2014 American Public Health Association (APHA) CHW Section policy that recommends groups involved in CHW training standards or credentialing be comprised of at least 50 percent CHW membership. Options might include a potential rule revision to adjust the Committee composition.

#### *Communication and Outreach*

- Assist with the development of the Annual Report
- Increase communication with CHWs
  - Continue to explore interest and support for developing a statewide CHW association
  - Recognize and support CHW leadership in Texas, including promoting the APHA CHW awards
- Identify and secure additional opportunities for outreach and information regarding the Promotor(a) or CHW Training and Certification Program and the Advisory Committee
  - Continue to meet in person and through the use of webinars to increase stakeholder participation

#### *Training/Workforce Development*

- Make recommendations to the department concerning qualifying training programs/ sponsoring organizations
- Increase access to CHW certification training and continuing education
  - Promote CHW participation in the statewide 2015 Life Course Perspective Conference
- Promote the development of a list of specific standardized topics and skill sets to be included in each of the core competencies
  - Review information developed through the CHW Common Core (C3) Project as the project works toward consensus on recommended practices to possibly incorporate into Texas CHW standards
- Distribute the CHW/Promotor(a) Survey to obtain CHWs' perspectives regarding the value and benefits of certification
  - Review survey data at mid-year and end of year
  - Disseminate the Training Center Survey to CHW and Instructor training programs

#### *Certification/Employment Opportunities*

- Promote employment opportunities for CHWs and explore opportunities for sustainable funding of CHW services
  - Review annual data from the U.S. Department of Labor, Bureau of Labor Statistics, related to the CHW standard occupational classification code
  - Engage in discussions with stakeholders to consider potential reimbursement for CHW services
  - Explore CHWs' roles in telemedicine

## **Section 2: Certification**

### **CHWs**

CHWs are eligible to be certified in Texas by completing DSHS-certified training of at least 160 hours, or based on experience, through verification of at least 1,000 hours of community health work services in the most recent six years.

### *Total Number of Certified CHWs*

The number of certified CHWs in Texas continues to increase steadily. As of December 31, 2014, there were 3,113 certified CHWs, an increase of 16 percent, as compared to 2,687 certified CHWs at the end of 2013.

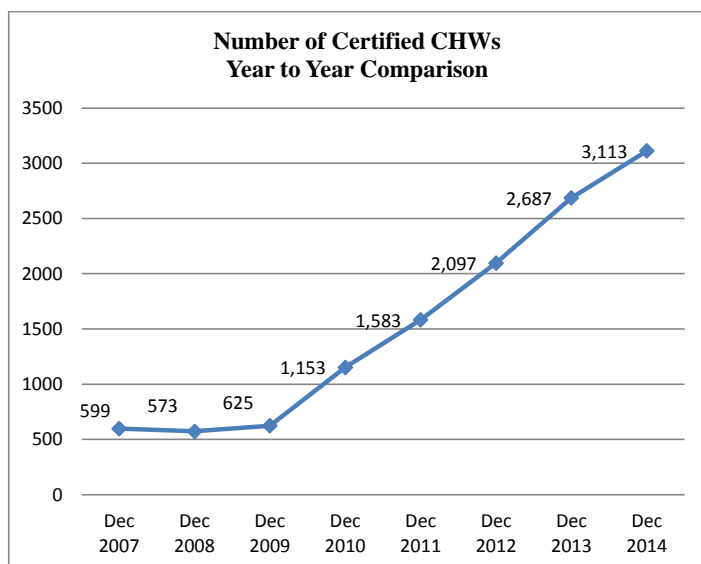


Figure 1. Certified CHWs, 2008 - 2014

### *CHWs Newly Certified in 2014*

The Promotor(a) or CHW Training and Certification Program provided initial certification to 1,118 CHWs during 2014. This represents a significant increase of 26 percent as compared to 2013 when 890 CHWs received their initial certification.

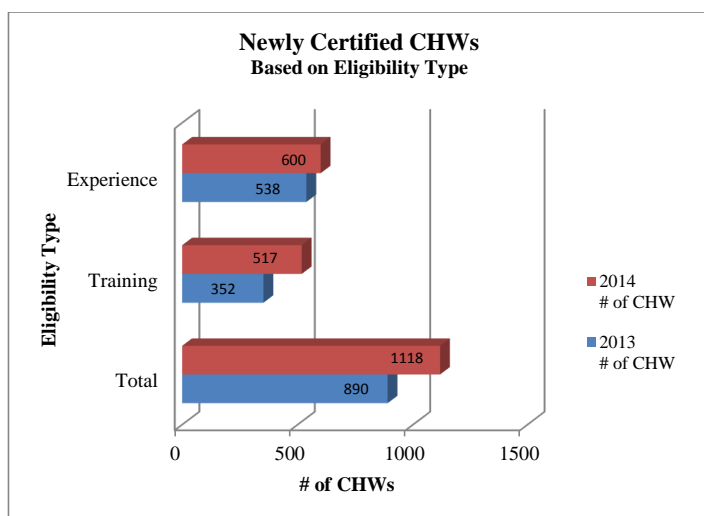


Figure 2. Newly Certified CHWs, 2013-2014

#### *CHW Certification Training Graduates 2014*

CHW certification training programs graduated 517 individuals in 2014. The number of graduates increased by 27 percent as compared with 2013 when 408 individuals graduated from a DSHS-approved CHW certification training program. See Appendix B for information about the number of certification training courses and graduates by county.

**Note:** Some graduates from DSHS-approved training programs did not apply for certification; therefore, the number of graduates does not reflect the number that applied for certification based on training.

#### *CHW Certification Based on Completion of Training or Experience*

Approximately 46 percent of CHWs newly certified in 2014 were certified based on completion of training. The percentage of certification based on training increased as compared to 2013 when 40 percent of newly certified CHWs were certified based on completion of training. Approximately 54 percent of newly certified CHWs in 2014 were certified based on experience.

#### **Instructors**

Instructors can be certified in Texas by completing DSHS-certified instructor training of at least 160 hours or based on experience with at least 1,000 hours of experience training individuals who provide community health work services such as CHWs and other health care paraprofessionals and professionals.

#### *Total Number of Certified Instructors*

As of December 31, 2014, there were 237 certified instructors which is an increase of 17 percent as compared to 202 certified instructors at the end of 2013.

#### *Instructors Newly Certified in 2014*

A total of 66 instructors were newly certified during 2014 as compared to 68 instructors newly certified in 2013.

#### *Instructor Certification Training Graduates 2014*

In 2014, there were 17 graduates of the DSHS-approved instructor certification training programs. This is a sharp drop from the 42 who graduated in 2013. The number of instructors graduating in 2014 is similar to 2012 when 16 instructors graduated from DSHS-approved instructor certification training programs.

**Table 3. 2014 Instructor Certification Training**

<b>Location</b>	<b>Training Program/Sponsoring Organization</b>	<b>Graduates</b>
Distance Learning	Texas AHEC East – Coastal Region	<b>9</b>
Harris	Houston Community College	<b>2</b>
Distance Learning	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	<b>6</b>
<b>Total Instructor Graduates</b>		<b>17</b>

#### *Instructor Certification Based on Completion of Training or Experience*

Of the 66 new instructors in 2014, approximately 29 percent were certified based on completion of training, while 71 percent were certified based on experience. The percentage of instructors newly certified based on completion of training is similar to 2011 (28 percent) and reflects a marked decrease from the percentages certified in 2012 and 2013, 40 percent and 53 percent, respectively.

### **Section 3: Renewals**

#### **CHW Renewals and Expired Certificates**

CHWs must complete at least 20 hours of continuing education every two years to renew their certificates, including at least ten DSHS-certified contact hours.

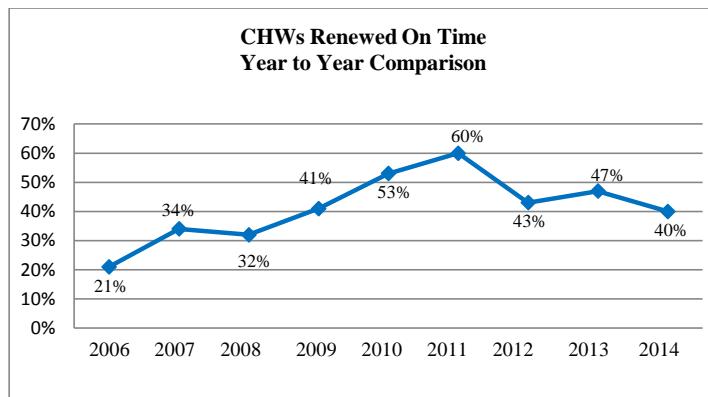


Figure 3. CHW Renewal Rates, 2006 - 2014

Renewal rates steadily increased from 2008 to 2011 but began to decline in 2012. The pattern has continued through 2014 where the percentage of CHWs renewing their certifications decreased to 40 percent. The Promotor(a) or CHW Training and Certification Program and the Advisory Committee will survey CHWs in 2015 to gather information on their perspectives regarding the value and benefits of certification and recertification. Survey results may assist the program in developing additional strategies to improve renewal rates.

A CHW may renew a certificate that has been expired for less than one year by submitting a renewal application documenting the completion of the required continuing education. When a certificate has been expired for one year or more, a CHW may request to regain certification by submitting a new initial application.

Over 690 CHW certifications expired in 2014 which is a significant increase from 2013 when 372 CHWs allowed their certification to expire. The majority of certifications that expired in 2014 were for CHWs initially certified in 2012 (77 percent), similar to last year's 75 percent. Of those expirations initially certified in 2012, the majority were for individuals certified as CHWs based on experience (62 percent), while 38 percent of expired certifications were initially certified based on completion of training.

### Instructor Renewals and Expired Certificates

An instructor may renew a license if a renewal application is submitted within one year and documents the completion of the required continuing education. In 2014, fewer instructors renewed their certification than in 2013. Individuals who first certified in 2012 comprised 67 percent of those who allowed their certification to expire. There were 22 certified instructors who did not renew their instructor certifications in 2014, as compared to 13 instructors who did not renew in 2013.

## **Section 4: Training Programs**

### **Training Programs 2014**

The number of training programs has increased over the past several years and has resulted in expanding the availability of certification training courses and continuing education opportunities for CHWs. In 2009, there were 14 training programs that provided CHW certification training and continuing education. As of December 31, 2014, 30 training programs were available to provide both certification training courses and continuing education for CHWs. An additional eight training programs were available to provide only continuing education for CHWs. DSHS approved three new training programs in 2014, including the American Diabetes Association in North Texas, Texas Area Health Education Center (AHEC) South - South Coastal in Corpus Christi, Texas, and Children's Medical Center in Dallas, Texas. El Paso Community College and the Livestrong Foundation did not renew their certifications in 2014. As of December 31, 2014, four training programs were available to provide both certification training courses and continuing education for instructors. Two training programs were available to provide only continuing education for instructors.

Organizations approved to provide training for CHWs include community colleges, other academic centers such as health science centers, Area Health Education Centers (AHECs), Federally Qualified Health Centers (FQHCs), a regional CHW association, and community-based programs. CHWs residing in rural areas may be unable to attend on-site training located in urban areas. However, some training programs also provide training in areas other than their primary locations. Additionally, several training programs have implemented training through distance learning to increase access for CHWs in all parts of the state.

### **Continuing Education for CHWs**

DSHS-approved training programs or sponsoring organizations provided 232 continuing education opportunities for CHWs, offering a total of over 1,000 DSHS-certified contact hours, including face-to-face events and distance learning continuing education. Training occurred in 24 counties and through distance learning. Over 7,100 participants attended continuing education classes. See Appendix C for information regarding this breakdown of providers and continuing education hours provided. Several of the courses were offered at larger events or conferences. Not all participants attending continuing education events were certified CHWs.

### **Continuing Education for Instructors**

DSHS-approved training programs or sponsoring organizations provided 21 continuing education opportunities for instructors in 2014, offering 94 DSHS-certified instructor contact hours. Instructor training programs provided more continuing education opportunities for instructors in 2014, as compared to 18 offered in 2013. Both distance learning and on-site opportunities were available for instructor continuing education in 2014, as compared to 2013 when the majority of instructor continuing education opportunities were on-site trainings.

**Table 4. 2014 DSHS-Certified Continuing Education for Instructors**

<b>Location</b>	<b>Training Program/ Sponsoring Organization</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
<b>Health Service Region 6/5 S</b>				
Harris	Texas AHEC East - Coastal Region	2	5	55
Harris	University of Texas School of Public Health - Houston	2	5	19
<b>Health Service Region 7</b>				
Travis	University of Texas School of Public Health - Houston	2	24	15
<b>Health Service Region 11</b>				
Nueces	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	5	4
Cameron	South Texas Promotora Association, Inc.	2	5	10
Cameron	University of Texas School of Public Health - Houston	1	12	8
<b>Distance Learning</b>				
Houston Community College		5	9	48
The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center		5	25	23
Texas AHEC East - Coastal Region		1	4	27
<b>Total</b>		<b>21</b>	<b>94</b>	<b>209</b>

**Section 5: Community Mapping****Location of Certified CHWs**

As of December 31, 2014, Texas had 3,113 certified CHWs in 127 counties (by county of residence).

Based on county of residence, the number of Texas counties with at least one certified CHW increased in 2014 from 2013, rising from 116 counties to 127 counties. Harris County has the most certified CHWs with 839 and the second largest county with certified CHWs is Bexar County with 282. See Appendix D for information on counties with certified CHWs.

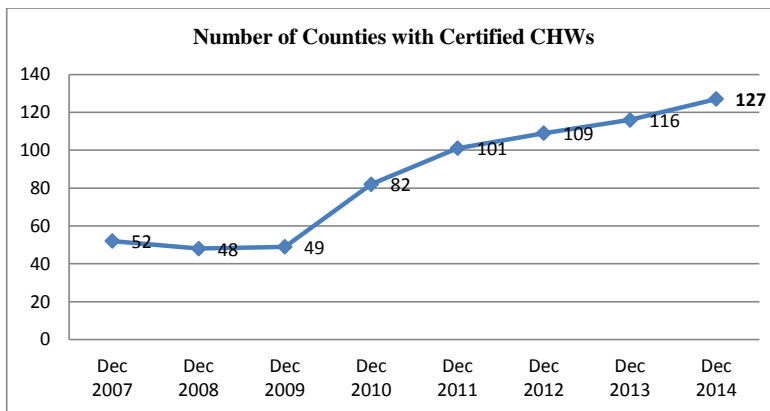


Figure 4. Number of Counties with Certified CHWs, 2007 - 2014

**Promotor(a)/Community Health Worker Training and Certification Program**  
**Location of Certified Community Health Workers by county of residence**

Data as of December 31, 2014

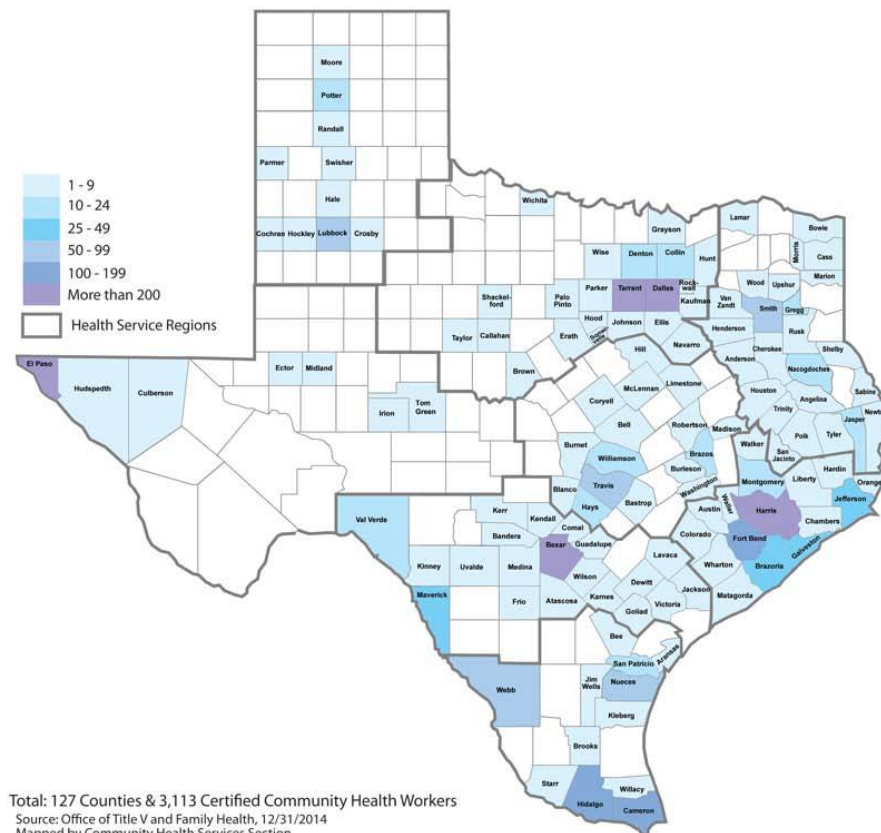


Figure 5. 2014 Map of Counties with Certified CHWs

## Certified CHW Demographics

Approximately 87 percent of Texas certified CHWs are women and 13 percent are men. There has been a slight increase in the percentage of male CHWs since 2008. Certified CHWs in Texas are racially and ethnically diverse; Hispanic - 62 percent, Black - 25 percent, White - 10 percent), Asian - 2 percent, Other - 1 percent, and Native American - less than 1 percent.

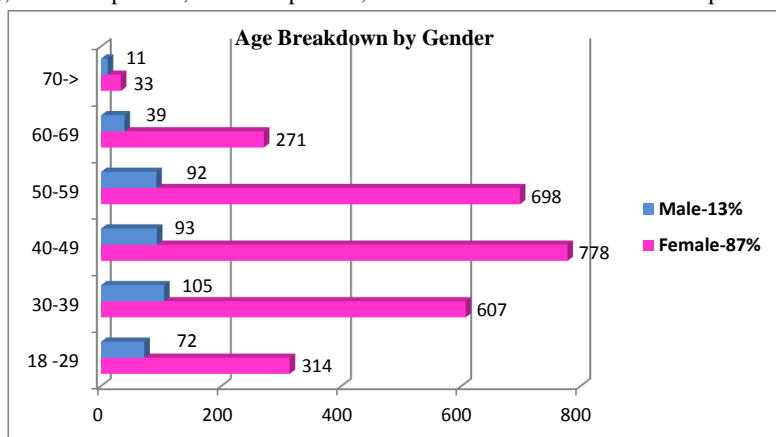


Figure 6. Age Breakdown of Certified CHWs, By Gender

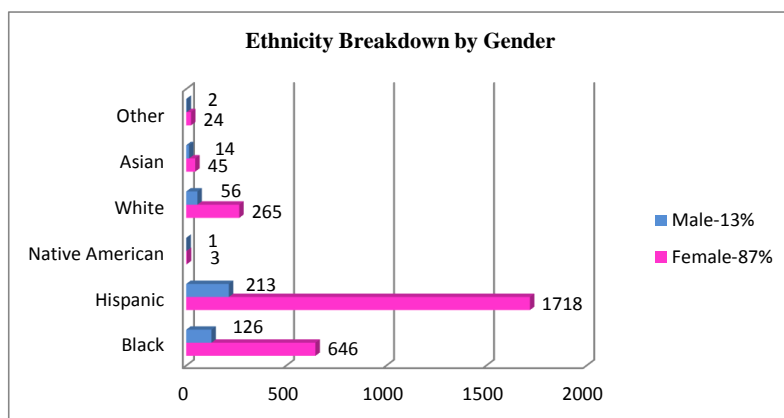


Figure 7. Ethnicity Breakdown of Certified CHWs, By Gender

There was no change in data related to employment for CHWs newly certified in 2014 as compared with 2013. On their certification application, 73 percent of CHWs indicated paid employment, 17 percent indicated volunteer work and 10 percent were unemployed. The data will continue to be monitored annually to determine any changes to CHW employment. Paid employment (full or part time) data includes employment other than community health work.

### **Certified Instructors Locations/Demographics**

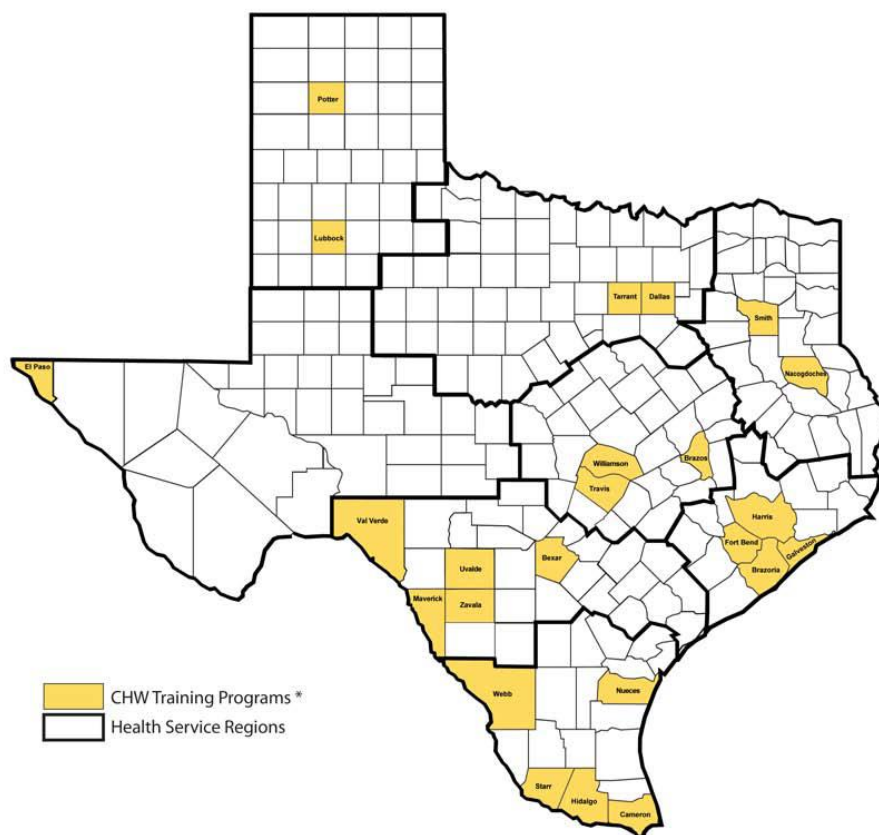
As of December 31, 2014, Texas had 237 certified CHW instructors in 43 counties (based on county of residence). Nineteen percent of CHW instructors reside in Harris County. Approximately 86 percent of Texas CHW instructors are women and 14 percent are men. Certified CHW instructors in Texas are also racially and ethnically diverse: Hispanic - 54 percent, White - 24 percent, Black - 19 percent, Asian - 1 percent, Native American and Other - less than 1 percent.

### **Certified Training Programs**

As of December 31, 2014, there were 38 CHW certified training programs across the state. Eight programs were available to provide only continuing education (CE) for CHWs. Thirty programs provide CHW certification and CE classes. Of the 30 programs, six also provide instructor certification training or instructor CE classes. In addition, Texas Health Steps (THSteps) offers free online modules for healthcare providers, including CHWs. These courses offer updated clinical, regulatory, and best practice guidelines for a range of preventive health, oral health, mental health, and case management topics.

**Promotor(a)/Community Health Worker Training and Certification Program**  
**Location of CHW Certification and Continuing Education Training Programs**

Data as of December 31, 2014



\* includes programs offering both 160 hour certification training and continuing education, and those offering continuing education only.

*Note: Some training programs offer training in other counties and may provide training via distance learning, thereby increasing access to additional counties.*

Source: Office of Title V and Family Health  
 Mapped by Community Health Services Section

Figure 8. CHW Training Locations, 2014

## **Section 6: Expense Reporting**

Pursuant to Health and Safety Code, Section 1001.027, reimbursement of expenses for advisory committee members, out of funds appropriated, is limited to members who represent either the general public or consumers. These include two public members and four certified CHW members. Three other members provide in-kind contribution to the work of the committee by paying their own travel and related expenses while serving on the committee.

Advisory Committee expenses, including airfare and other travel reimbursement, totaled \$2,817 in 2014.

## **Section 7: Review of Program Rules**

The Promotor(a) or CHW Training and Certification Program made substantial progress in the four-year review of the administrative rules regarding the training and certification of CHWs in Texas. DSHS proposed changes to rules as a result of this review. Proposed new rules will increase the clarity and flow of the rules and provide a better alignment to Health and Safety Code, Chapter 48. The proposed rules affect CHWs, instructors, and sponsoring organizations, clarify definitions and implement changes to eligibility requirements, application procedures, continuing education requirements, and standards for the approval of curricula. The proposed rules were open for public comment February 28, 2015 through March 30, 2015, with anticipated implementation after May 2015.

## **Conclusion**

Texas was an early leader in the nation in adopting legislation to implement a statewide certification process for CHWs and continues to seek ways to expand the use of CHWs to assist Texans in accessing needed health and social services. The number of certified CHWs in Texas continued to increase over time as awareness and utilization of the CHW workforce grows. In December 2009, Texas had 625 certified CHWs, rising to over 3,100 in December 2014.

Advisory Committee members' participation in national organizations provides them opportunities to network and exchange information about best practices which serve as the basis for recommendations made to DSHS and HHSC in 2014. Surveys that will be distributed in 2015 are among those recommendations and will help identify areas to develop or strengthen retention and training efforts. Although the number of certified CHWs is expected to grow in Texas as CHWs are increasingly integrated in health and social service systems across the state, retaining experienced CHWs and instructors will be among the opportunities and challenges in 2015.

## **Appendix A: Chapter 48, Texas Health and Safety Code**

HEALTH AND SAFETY CODE  
TITLE 2. HEALTH  
SUBTITLE B. HEALTH PROGRAMS  
CHAPTER 48. PROMOTORAS AND COMMUNITY HEALTH WORKERS  
SUBCHAPTER A. GENERAL PROVISIONS

Sec. 48.001. DEFINITIONS. In this chapter:

- (1) "Advisory committee" means the Promotora and Community Health Worker Training and Certification Advisory Committee.
  - (2) "Commission" means the Health and Human Services Commission.
  - (3) "Commissioner" means the commissioner of state health services.
  - (4) "Compensation" includes receiving payment or receiving reimbursement for expenses.
  - (5) "Department" means the Department of State Health Services.
  - (6) "Executive commissioner" means the executive commissioner of the Health and Human Services Commission.
  - (7) "Promotora" or "community health worker" means a person who, with or without compensation, provides a liaison between health care providers and patients through activities that may include activities such as assisting in case conferences, providing patient education, making referrals to health and social services, conducting needs assessments, distributing surveys to identify barriers to health care delivery, making home visits, and providing bilingual language services.
- Added by Acts 1999, 76th Leg., ch. 857, Sec. 2.01, eff. Sept. 1, 1999.  
Renumbered from Sec. 46.001 and amended by Acts 2001, 77th Leg., ch. 946, Sec. 1, eff. Sept. 1, 2001 and Acts 2001, 77th Leg., ch. 1420, Sec. 21.001(72), eff. Sept. 1, 2001.

Amended by:

Acts 2011, 82nd Leg., R.S., Ch. 537 (H.B. 2610), Sec. 2, eff. September 1, 2011.

SUBCHAPTER B. TRAINING AND REGULATION OF PROMOTORAS AND COMMUNITY HEALTH WORKERS

Sec. 48.051. PROMOTORA AND COMMUNITY HEALTH WORKER TRAINING PROGRAM.

- (a) The department shall establish and operate a program designed to train and educate persons who act as promotoras or community health workers. In establishing the training program, the department, to the extent possible, shall consider the applicable recommendations of the advisory committee.
- (b) Participation in a training and education program established under this section is voluntary for a promotora or community health worker who provides services without receiving any compensation and mandatory for a promotora or community health worker who provides services for compensation. The executive commissioner may adopt rules to exempt a promotora or community health worker from mandatory training who has served for three or more years or who has 1,000 or more hours of experience.

Amended by:

Acts 2011, 82nd Leg., R.S., Ch. 537 (H.B. 2610), Sec. 2, eff. September 1, 2011.

Sec. 48.052. CERTIFICATION PROGRAM FOR PROMOTORAS AND COMMUNITY HEALTH WORKERS. (a) The department shall establish and operate a

certification program for persons who act as promotoras or community health workers. In establishing the program, the executive commissioner shall adopt rules that provide minimum standards and guidelines, including participation in the training and education program under Section 48.051, for issuance of a certificate to a person under this section. In adopting the minimum standards and guidelines, the executive commissioner shall consider the applicable recommendations of the advisory committee.

(b) Receipt of a certificate issued under this section may not be a requirement for a person to act as a promotora or community health worker without receiving any compensation and is a requirement for a person to act as a promotora or community health worker for compensation.

(c) The commission shall require health and human services agencies to use certified promotoras to the extent possible in health outreach and education programs for recipients of medical assistance under Chapter 32, Human Resources Code.

Amended by:

Acts 2011, 82nd Leg., R.S., Ch. 537 (H.B. 2610), Sec. 2, eff. September 1, 2011.

Sec. 48.053. RULES. The executive commissioner shall adopt rules for the administration of this subchapter.

Amended by:

Acts 2011, 82nd Leg., R.S., Ch. 537 (H.B. 2610), Sec. 2, eff. September 1, 2011.

SUBCHAPTER C. MAXIMIZING BENEFITS FROM EMPLOYMENT OF  
PROMOTORAS AND COMMUNITY HEALTH WORKERS

Sec. 48.101. PROMOTORA AND COMMUNITY HEALTH WORKER TRAINING AND CERTIFICATION ADVISORY COMMITTEE. (a) The department shall establish a statewide Promotora and Community Health Worker Training and Certification Advisory Committee composed of representatives from relevant entities appointed by the commissioner. The commissioner shall appoint a member of the advisory committee as presiding officer of the advisory committee.

(b) The advisory committee shall:

(1) advise the department and the commission on the implementation of standards, guidelines, and requirements under this chapter that relate to the training and regulation of promotoras and community health workers;

(2) advise the department on matters related to the employment and funding of promotoras and community health workers; and

(3) provide to the department recommendations for a sustainable program for promotoras and community health workers consistent with the purposes of this subchapter.

(c) Chapter 2110, Government Code, applies to the advisory committee.

Amended by:

Acts 2011, 82nd Leg., R.S., Ch. 537 (H.B. 2610), Sec. 2, eff. September 1, 2011.

## **Appendix B: 2014 CHW Certification Training**

<b>County</b>	<b>Name of Training Program/ Sponsoring Organization</b>	<b>Graduates</b>
<b>Health Service Region 1</b>		
Lubbock	Texas Tech Health Sciences Center - School of Nursing	8
<b>Health Service Region 2/3 N</b>		
Dallas	American Diabetes Association	7
Dallas	El Centro College	9
Dallas	Texas AHEC East - DFW Region	2
Tarrant	University of North Texas Health Science Center	16
<b>Health Service Region 4/5N</b>		
Nacogdoches	Texas AHEC East – Pineywoods Region	2
Smith	Texas AHEC East – Northeast Region	46
<b>Health Service Region 6/5S</b>		
Fort Bend	University of Texas School of Public Health - Houston	19
Harris	Día de la Mujer Latina, Inc.	68
Harris	Texas AHEC East – Greater Houston	12
Harris	Houston Community College – Coleman College for Health Sciences	20
Harris	Gateway to Care	29
Harris	University of Texas School of Public Health - Houston	44
<b>Health Service Region 7</b>		
Travis	Día de la Mujer Latina, Inc.	3
Travis	EBS Leadership Institute - El Buen Samaritano Episcopal Mission	5
Travis	Texas A&M University Colonias Program Training Academy	3
Williamson	Día de la Mujer Latina, Inc.	5
<b>Health Service Region 8</b>		
Bexar	Northwest Vista College	36
Bexar	Presa Community Center	22
Uvalde	Texas AHEC South - South Coastal Region	4

<b>County</b>	<b>Name of Training Program/ Sponsoring Organization</b>	<b>Graduates</b>
El Paso	Familias Triunfadoras, Inc.	<b>55</b>
El Paso	Texas A&M University Colonias Program Training Academy	<b>9</b>
<b>Health Service Region 11</b>		
Hidalgo	South Texas Promotora Association, Inc.	<b>18</b>
Hidalgo	Texas A&M University Colonias Program Training Academy	<b>16</b>
Webb	Texas A&M University Colonias Program Training Academy	<b>9</b>
Nueces	Texas AHEC South - South Coastal Region	<b>6</b>
<b>Distance Learning</b>		
The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center		<b>37</b>
Texas AHEC East - Coastal Region		<b>7</b>
<b>Total CHW Graduates</b>		<b>517</b>

### **Appendix C: Certified Continuing Education for CHWs**

#### **2014 DSHS-Certified Continuing Education for CHWs**

<b>County</b>	<b>Name of Training Program/Sponsoring Institution</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
<b>Health Service Region 1</b>				
Lubbock	Community Health Center of Lubbock	3	25	84
Lubbock	DSHS – HSR 1	3	6.5	65
Potter	DSHS – HSR 1	2	7	11
<b>Health Service Region 2/3</b>				
Dallas	Children's Medical Center	1	7	10
Dallas	Diabetes Health and Wellness Institute	3	14	74
Dallas	El Centro College	1	7	46
Dallas	Presa Community College	1	16	28
Tarrant	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	8	46
<b>Health Service Region 4/5 N</b>				
Smith	Texas AHEC East - Northeast Region	1	24	17
<b>Health Service Region 6/5 S</b>				
Fort Bend	University of Texas School of Public Health - Houston	3	9	58
Galveston	Texas AHEC East - Coastal Region	4	71	24
Harris	Día de la Mujer Latina, Inc.	23	34	1,099
Harris	Gateway to Care	27	91	714
Harris	Harris Health System	22	58	496
Harris	Houston Community College- Coleman College for Health Sciences	3	7	158
Harris	National Center for Farmworkers Health, Inc.	1	4	12
Harris	South Texas Promotora Association, Inc.	1	1	32
Harris	Texas AHEC East - Coastal Region	3	13	144
Harris	Texas AHEC East - Greater Houston	1	2	17
Harris	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	7	39

**2014 DSHS-Certified Continuing Education for CHWs**

<b>County</b>	<b>Name of Training Program/Sponsoring Institution</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
Harris	University of Texas School of Public Health - Houston	14	22.5	506
<b>Health Service Region 7</b>				
Brazos	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	5	28	28
Travis	LIVESTRONG Foundation	2	20	21
Travis	PromoSalud	1	24	8
Travis	Texas A&M University Colonias Program Training Academy	2	28	20
Travis	University of Texas School of Public Health - Houston	2	18	44
<b>Health Service Region 8</b>				
Bexar	DSHS – HSR 1	1	1.5	31
Bexar	Migrant Clinicians Network	1	0.5	26
Bexar	Migrant Health Promotion	1	1.5	47
Bexar	Northwest Vista College	4	18.5	120
Bexar	Presa Community College	1	16	17
Maverick	University of Texas School of Public Health - Houston	1	3	16
Val Verde	Texas A&M Health Science Center School of Public Health, Office of Special Programs	1	3	13
Zavala	Migrant Clinicians Network	1	1	1
<b>Health Service Region 9/10</b>				
El Paso	El Paso Community College	1	10	14
El Paso	Familias Triunfadoras, Inc.	3	28	21
El Paso	National Center for Farmworkers Health, Inc.	1	12	19
El Paso	Texas A&M University Colonias Program Training Academy	4	34	61
El Paso	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	5	73
El Paso	University of Texas School of Public Health - Houston	3	20	147
<b>Health Service Region 11</b>				
Cameron	Proyecto Juan Diego	1	24	20
Cameron	South Texas Promotora Association, Inc.	2	3	263

**2014 DSHS-Certified Continuing Education for CHWs**

<b>County</b>	<b>Name of Training Program/Sponsoring Institution</b>	<b># of CEU classes offered</b>	<b># of CEU contact hours</b>	<b># of participants</b>
Cameron	Texas A&M University Colonias Program Training Academy	1	3	29
Cameron	University of Texas School of Public Health - Houston	1	9	84
Hidalgo	South Texas Promotora Association, Inc.	5	10	298
Hidalgo	Texas A&M University Colonias Program Training Academy	2	7	58
Hidalgo	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	1	8	3
Nueces	Texas AHEC South – South Coastal Region	1	5	58
Starr	South Texas Promotora Association, Inc.	1	1	6
Webb	Gateway Community Health Center	1	5	51
Webb	LIVESTRONG Foundation	1	10	48
<b>Distance Learning</b>				
	Community Health Center of Lubbock	1	1	223
	LIVESTRONG Foundation	7	7	72
	Texas AHEC East - Coastal Region	1	3	41
	Día de la Mujer Latina, Inc.	1	1	141
	Texas A&M Health Science Center School of Public Health, Office of Special Programs	48	152	719
	The National CHW Training Center /Center for Community Health Development, Texas A&M Health Science Center	2	10	2
	THSteps Online Provider Education Modules		52.5	631
<b>Total</b>		<b>232</b>	<b>1017.5</b>	<b>7,154</b>

#### Appendix D: Counties with Certified CHWs

By county of residence, as of December 31, 2014							
County	#	County	#	County	#	County	#
HARRIS	839	ELLIS	8	MCLENNAN	3	CULBERSON	1
BEXAR	282	ANGELINA	6	MIDLAND	3	ERATH	1
DALLAS	253	BOWIE	6	PALO PINTO	3	GOLIAD	1
TARRANT	238	JOHNSON	6	ROCKWALL	3	GRAYSON	1
EL PASO	223	KLEBERG	6	TAYLOR	3	HALE	1
CAMERON	148	LIBERTY	6	TOM GREEN	3	HARDIN	1
HIDALGO	114	UPSHUR	6	VICTORIA	3	HILL	1
FORT BEND	107	BEE	5	WALLER	3	HOOD	1
TRAVIS	97	CHEROKEE	5	WASHINGTON	3	HOUSTON	1
NUECES	78	STARR	5	BANDERA	2	HUDSPETH	1
LUBBOCK	74	WOOD	5	CASS	2	IRION	1
SMITH	68	AUSTIN	4	COLORADO	2	KARNES	1
WEBB	50	BASTROP	4	CORYELL	2	KENDALL	1
JEFFERSON	33	GUADALUPE	4	FRIO	2	KERR	1
MAVERICK	32	HENDERSON	4	JIM WELLS	2	LAVACA	1
GALVESTON	26	KINNEY	4	MADISON	2	LIMESTONE	1
BRAZORIA	25	PARKER	4	MOORE	2	MEDINA	1
DENTON	21	UVALDE	4	NAVARRO	2	MORRIS	1
MONTGOMERY	19	WICHITA	4	POLK	2	NEWTON	1
BRAZOS	17	WILSON	4	SHELBY	2	ORANGE	1
WILLIAMSON	17	ARANSAS	3	VAN ZANDT	2	PARMER	1
COLLIN	14	ATASCOSA	3	WALKER	2	ROBERTSON	1
JASPER	14	BELL	3	WHARTON	2	RUSK	1
GREGG	12	CALLAHAN	3	WISE	2	SABINE	1
SAN PATRICIO	12	CHAMBERS	3	ANDERSON	1	SAN JACINTO	1
NACOGDOCHES	11	COMAL	3	BLANCO	1	SHACKELFORD	1
POTTER	11	DE WITT	3	BROOKS	1	SOMERVELL	1
HAYS	10	HOCKLEY	3	BROWN	1	SWISHER	1
VAL VERDE	10	HUNT	3	BURLESON	1	TRINITY	1
KAUFMAN	9	LAMAR	3	BURNET	1	TYLER	1
RANDALL	9	MARION	3	COCHRAN	1	WILLACY	1
ECTOR	8	MATAGORDA	3	CROSBY	1		
<b>TOTAL COUNTIES</b>							<b>127</b>

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